

GDIT		Weekly				Monthly													Overall Total
		Weekly Report																	Overall Total
		08/28/2021	08/21/2021	08/14/2021	08/07/2021	July	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	7,290	6,546	6,615	4,893	13,962	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,154	4,940	5,393	4,126	145,592
	# Indexes Complete	5,512	4,519	3,930	3,043	9,045	2,189	1,851	1,633	2,083	7,398	19,444	18,325	12,453	6,722	4,120	4,216	3,318	109,801
	% Indexes Complete	75.8%	69.1%	59.5%	62.4%	65.0%	65.2%	69.7%	72.4%	67.6%	74.0%	78.3%	82.4%	83.1%	82.5%	83.5%	78.4%	80.7%	75.6%
	# Indexes unreachable (Max Attempts)	1,138	2,027	2,685	1,850	4,917	1,182	826	637	1,015	2,683	5,462	3,932	2,560	1,432	820	1,177	808	35,151
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	15.6%	31.0%	40.7%	37.9%	35.3%	35.2%	31.1%	28.3%	32.9%	26.8%	22.0%	17.7%	17.1%	17.6%	16.6%	21.9%	19.6%	24.2%
	# Indexes Attempted calls (all completions + at least 1 attempt)	7,083	6,537	6,602	4,878	13,921	3,356	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,145	4,935	5,380	4,113	145,023
	Average time from Index Received to Index Reached	1:03:03:57	1:15:35:52	1:08:43:35	0:14:18:28	0:12:24:46	0:13:08:25	0:11:11:14	0:16:54:28	0:17:53:50	1:01:25:21	0:19:33:41	1:00:53:26	1:06:31:28	1:08:54:00	2:01:33:35	3:17:07:04	4:00:28:24	1:06:29:40
	Average Index Handle Time	0:00:15:30	0:00:14:26	0:00:14:50	0:00:13:54	0:00:13:50	0:00:15:07	0:00:15:42	0:00:16:54	0:00:15:30	0:00:13:57	0:00:13:50	0:00:13:32	0:00:13:02	0:00:13:58	0:00:13:03	0:00:12:45	0:00:14:02	0:00:13:52
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	46.9%	42.8%	49.0%	61.5%	69.2%	72.2%	60.8%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	64.1%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	97.5%	89.9%	93.5%	100.0%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.2%
Contacts	# contacts generated	7,726	5,023	6,060	5,035	16,097	4,201	3,669	3,549	3,741	13,360	39,113	48,337	36,820	21,064	14,482	9,567	6,922	244,766
	# contacts generated per Index Complete	1.4	1.1	1.5	1.7	1.8	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.2
	# contacts complete	5,676	4,562	5,484	4,492	14,006	3,445	3,072	3,073	3,495	12,742	36,701	43,082	32,605	18,435	12,763	8,727	6,394	218,754
	% contacts complete	73.5%	90.8%	90.5%	89.2%	87.0%	82.0%	83.7%	86.6%	93.4%	95.4%	93.8%	89.1%	88.6%	87.5%	88.1%	91.2%	92.4%	89.4%
	# contacts unreachable (Max Attempts + missing phone numbers)	599	457	576	543	2,091	756	597	476	246	618	2,412	5,255	4,215	2,629	1,719	840	528	24,557
	% contacts unreachable (Max Attempts + missing phone numbers)	7.8%	9.1%	9.5%	10.8%	13.0%	18.0%	16.3%	13.4%	6.6%	4.6%	6.2%	10.9%	11.4%	12.5%	11.9%	8.8%	7.6%	10.0%
	# contact attempted (all completions + at least 1 attempt)	6,601	5,023	6,060	5,035	16,097	4,201	3,669	3,549	3,741	13,360	39,113	48,337	36,820	21,064	14,482	9,567	6,922	243,641
	Average Time from Contact Generated to Contact Reached	0:11:02:56	0:14:01:39	0:14:31:31	0:17:44:45	1:02:18:19	1:02:37:08	1:03:14:38	1:07:54:32	2:03:48:38	2:00:46:28	2:04:10:49	2:20:02:31	4:04:20:38	5:03:57:51	6:08:04:23	5:15:44:16	7:13:38:21	3:04:16:28
	Average Contact Handle Time	0:00:17:48	0:00:17:41	0:00:17:33	0:00:14:22	0:00:13:27	0:00:14:28	0:00:14:59	0:00:14:15	0:00:12:38	0:00:12:43	0:00:12:32	0:00:12:11	0:00:11:18	0:00:11:26	0:00:10:45	0:00:10:19	0:00:13:47	0:00:12:33
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	58.6%	73.0%	72.2%	73.0%	69.5%	65.9%	69.4%	70.5%	72.2%	76.5%	76.5%	73.1%	69.5%	66.8%	64.0%	60.5%	62.8%	70.4%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	88.4%	91.0%	91.4%	99.1%	99.3%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	98.6%
	Average Time from receipt of initial case name to full completion of all related contacts	1:11:03:01	2:03:14:34	1:20:05:16	1:06:11:52	1:10:30:44	1:08:23:05	1:10:32:20	1:15:48:15	2:10:28:24	2:07:27:15	2:13:38:30	3:10:13:13	5:00:15:23	5:18:24:39	7:17:24:08	6:10:57:41	8:15:44:33	3:20:05:42